Georgia

Statewide Communication Interoperability Plan (SCIP)

July 2012

PUBLIC VERSION

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Note: This version is for general public use.
The "For Official Use Only" security sensitive version includes the appendices referenced but those appendices are not available for general use.

1. Introduction

The State of Georgia has been working towards a common goal of interoperable communications for public safety since 1999. The Georgia Statewide Communications Interoperability Plan captures this effort, and also puts the roadmap in place for the future. This plan addresses how the State has and will continue to allocate investments for interoperability efforts and support the interoperability efforts of local and regional agencies and jurisdictions. All agencies and jurisdictions will be able to use this plan as a reference when determining what resources they should procure and how their interoperable communications plans should be structured.

2. Background

The Georgia Emergency Management Agency and Homeland Security (GEMA/HS) took the lead in producing Georgia's first Statewide Communications Interoperability Plan (SCIP). The SCIP was created in 2007 by soliciting input from Georgia stakeholders through a number of outreach efforts. The plan was created in the 3rd and 4th quarter of 2007 and a final approved version was released on April 4, 2008.

In 2009, GEMA/HS followed recommended guidance from DHS Office of Emergency Communication (OEC) and hired a full time Statewide Interoperability Coordinator (SWIC). The SWIC office resides within the Homeland Security Division of GEMA/HS and serves at the pleasure of the GEMA/HS director and the Homeland Security Division director and assistant director. The SWIC is given the flexibility to engage Federal, State and Local stakeholders to solicit input through various outreach efforts. The SWIC position was created following the first SCIP in 2007 and was responsible for the first SCIP update in 2010.

A revision update was conducted by GEMA/HS in February 2010 to include updates related to the ongoing efforts and progress that had been made since the original SCIP was published.

The 2012 SCIP was updated in July 2012 with a 30 day review and comment period available to stakeholders who wish to provide input and recommendations to GEMA/HS for possible inclusion in the SCIP. The 2012 SCIP was also available for review and comment by the Homeland Security Task Force Communication Sub Committee.

Georgia SCIP History	
Year	**Major SCIP version details**
December 2007	1st Georgia SCIP, Initial goals and milestones identified
February 2010	Updated SCIP published, new initiatives included with enhanced training/exercise efforts
July 2012	Completed training and exercise efforts highlighted, information added regarding early planning stages for broadband and NG-911 efforts.

2.1 State Overview

Current Investments
Georgia has been committed to investing in communications and interoperability for many years. Since 1999, Georgia has dedicated in excess of $100 million in grant funds to improving communications throughout the state. These grant allocations were made to ensure multi-agency, multi-jurisdictional interoperability. Some examples of the investments include:

- Completion of the Georgia Interoperability Network (GIN)
- Build out of 7 regional 800 Mhz P25 (Digital) radio systems for multi agency and multi county use
- Upgrades to mobile communication vehicle capabilities and personnel training
- Establishment of a Strategic Technology Reserve (STR) consisting of equipment managed by GEMA/HS for statewide deployment for radio infrastructure restoration or expansion during a large scale event
- Recurring training and exercise efforts to evaluate the effectiveness of all interoperable communication equipment usage

2.1.1 National Incident Management System (NIMS) - Multi-Agency Coordination System (MCS) Incorporation

As stated in the 2010 Georgia Emergency Operations Plan (GEOP):

> "It is imperative that all agencies expected to support disaster operations in Georgia are organized appropriately and operate within the structure of the GEOP and NIMS. Leaders of state agencies and organizations listed in this plan must ensure their agency's participation in training and exercises conducted in support of the GEOP. Likewise, these agencies must actively engage in after action meetings that produce corrective action plans to enhance Georgia's overall preparedness level."

Ensuring NIMS compliance for future interoperability efforts will be the responsibility of the Interoperability Committee or its designees. The NIMS compliance of the current plan can be seen in its focus on delivering communications capabilities to the incident commander.

For radio communications, NIMS recommends plain language for communications between radio users. Georgia recommends the follow:

"Although NIMS guidelines do not require plain language for daily internal operations, it is strongly encouraged as it is important to practice every day common, non-coded terminology and procedures that are needed for use in multi-agency emergency incidents and disasters. The transition from codes and

signals to plain language is a long-term effort and it is probably not possible to persuade all agencies and personnel to change learned habits overnight. Georgia hopes that over time, everyone will understand the importance of using common terminology and plain language in all levels of emergency response and communications, every day."

2.1.2 Regions/Jurisdictions

Georgia has been very successful in using a multi-disciplinary advisory council as well as input from the All Hazards Councils and sub committees to foster cooperation between the numerous agencies and jurisdictions in the state. By providing a forum for different agencies to come together to discuss mutual concerns, the state sees these groups as a crucial tool for promoting interoperability efforts statewide.

Georgia has well-established and much-practiced mechanisms in place to respond to disasters and other large-scale emergencies. However, in the wake of 2001's terrorist attacks against the United States, it became evident that better planning and communication among federal, state and local emergency responders and government officials would further enhance Georgia's ability to rapidly and effectively respond to large-scale disasters. To improve communication and help fight terrorism at the local level, GEMA/HS has organized Regional All Hazards Councils (AHC), established within the eight existing GEMA/HS regions consistent with the current state and local government disaster/emergency response system.

These councils bring together community leaders and key consequence managers to develop preparedness, response and recovery strategies for all disasters, both natural and man-made, for their region. Councils are composed of two each: sheriffs, police chiefs, public health directors, fire chiefs, emergency medical services directors, medical examiners, 9-1-1 center directors, emergency managers, mayors and county commissioners. Additional members may be added as needed.

The mission of the All Hazards Council is:

· improve local, state and federal information sharing,
· identify critical regional infrastructure and potential terrorist targets,
· prepare regional response plans,
· facilitate mutual aid agreements for communities to share resources,
· identify capacity needs,
· participate in and/or conduct training and exercises, and
· bring federal Citizen Corps programs to local communities.

Figure 1. Map of All Hazards Regions

2.1.3 UASI Areas/TIC Plans

Table 3 below shows the UASI Areas and TIC Plans that exist in the state.

Table 1. UASI Areas/TICP Plans

UASI Area	*Regions / Jurisdictions*	*TICP Title/ Completion Date*	*POC Name*	*POC Email*
Atlanta	City of Atlanta, Fulton County, DeKalb County	Atlanta Urban Area Tactical Interoperable Communications Plan (April 2006) Revision planned for 2012	Julia Janka	Julia.janka@atlantauasi.com

2.2 Participating Agencies and Points of Contact

GEMA/HS is the State agency charged with SCIP development, maintenance and implementation. The SCIP and interoperability program manager for Georgia is the StateWide Interoperability Coordinator (SWIC). The SWIC office is located within the GEMA/HS Homeland Security Division.

Role and opportunities for all agencies to participate:

The Georgia Emergency Management Agency will be responsible for the overall implementation of the SCIP. The HSTF communications sub-committee and the All Hazards Councils will provide an avenue for all agencies and jurisdictions in the state to have a forum where their concerns can be voiced and passed through to GEMA/HS. GEMA/HS will provide oversight in its role as the State Administrative Agency and the SWIC will serve as the focal point of statewide planning and funding efforts.

Statewide Plan Point of Contact

The Georgia SWIC and SCIP point of contact is:

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2.3 Timeframe and Scope of the SCIP

The timeframe for this plan covers through the end of the State's Fiscal Year 2014, which ends June 30, 2014. The plan will be refined on even years by the SWIC and GEMA/HS executive staff for review and comment by the Homeland Security Task Force Communications Committee and the AHC Communication Sub-Committees. Following those reviews and subsequent input, the plan will be processed for GEMA/HS approval. Whenever possible, additional SCIP workshops will be held in the State for the purpose of obtaining input into the SCIP revision.

The scope of the plan is described by the following components:

1. **Organization of the SCIP**
   The Georgia SCIP is a document intended to provide a statewide vision of current and future efforts to enhance operable and interoperable communications. The SCIP provides an overview of past efforts and funding strategies and a roadmap of future initiatives.

2. **Defining the goals of the SCIP**
   In the initial Georgia SCIP, many of the goals provided a high level overview of ongoing efforts in the State to promote interoperability.

The current SCIP contains more detailed information of each goal and the required actions to achieve each goal.

3. **Developing the strategy for goal implementation**
   GEMA/HS is the State agency responsible for the SCIP and also serves as the State Administrative Agency (SAA) to oversee US Homeland Security grant programs. GEMA/HS involvement in statewide planning and grant funding will enable neutral oversight of a variety of efforts throughout the State to promote the SCIP implementation and goal achievement.

4. **Measurement of goal achievement, future efforts and funding**
   SCIP implementation measurement will be considered as part of the statewide training and exercise efforts. Funding will in part be determined in how well funding requests and applications are aligned with the SCIP.

2.4 National Emergency Communications Plan (NECP)

The U.S. Department of Homeland Security (DHS) developed a National Emergency Communications Plan (NECP) in July 2008. The NECP is a strategic plan that stems from the Homeland Security Act of 2002 (amended in 2006) in an effort to address emergency communications shortfalls.

The NECP defines a series of goals that establish a minimum level of interoperable communications and a deadline for Federal, State, local, and tribal agencies to achieve that minimum level. These goals provide an initial set of operational targets that will be further defined by the Office of Emergency Communications (OEC) through a process that engages Federal, State, and local governments; the private sector; and emergency responders.

Goal 1: By 2010, 90 percent of all high-risk Urban Areas designated within the Urban Area Security Initiative (UASI) are able to demonstrate response-level emergency communications within [1] one hour for routine events involving multiple jurisdictions and agencies.

Goal 2: By 2011, 75 percent of non-UASI jurisdictions are able to demonstrate response-level emergency communications within [1] one hour for routine events involving multiple jurisdictions and agencies.

Goal 3: By 2013, 75 percent of all jurisdictions are able to demonstrate response-level emergency communications within [3] three hours of a significant event as outlined in national planning scenarios.

Through successful implementation of the goals listed later in the Georgia SCIP, the state will be better prepared for demonstration of the goal requirements in the NECP.

Throughout 2011, Georgia worked towards meeting the NECP Goal 2 requirement. To date, Georgia has 40% of data with ongoing efforts to gather additional data for the remaining counties.

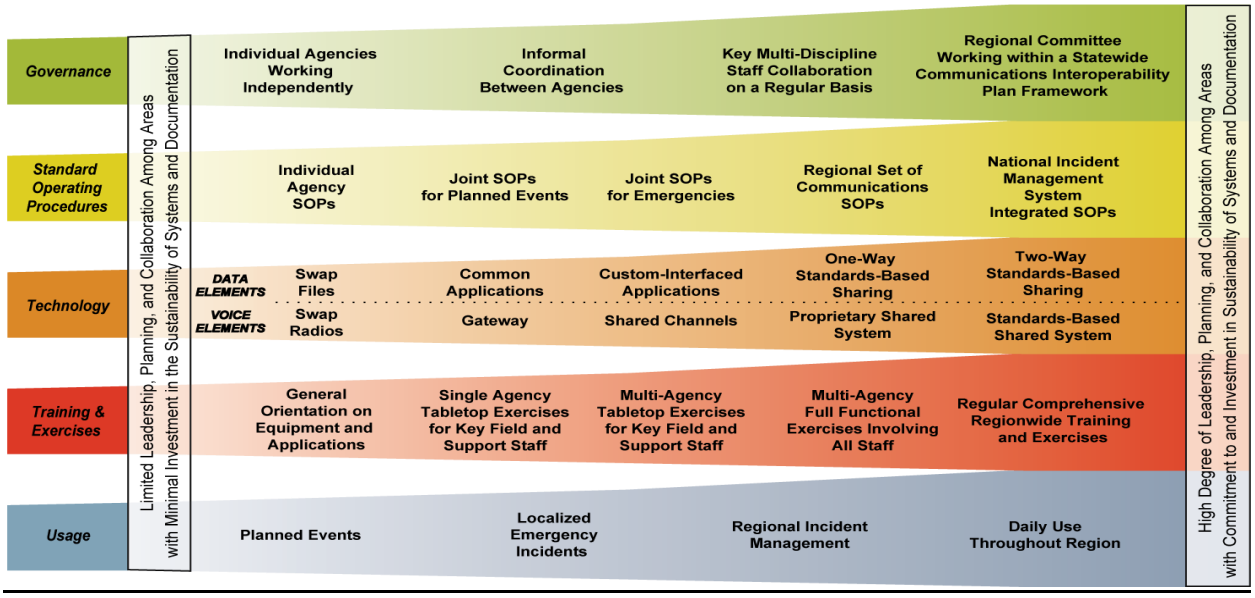
3. Methodology of SCIP data gathering

3.1 *Interoperability Continuum for SCIP planning efforts*

The U.S. Department of Homeland Security (DHS) developed the following tool, called the Interoperability Continuum, with practitioner input by the Department of Homeland Security's SAFECOM program. The Interoperability Continuum is designed to assist emergency response agencies and policy makers to plan and implement interoperability solutions for data and voice communications. This tool identifies five critical success elements that must be addressed to achieve a sophisticated interoperability solution: governance, standard operating procedures (SOPs), technology, training and exercises, and usage of interoperable communications. Jurisdictions across the Nation can use the Interoperability Continuum to track progress in strengthening interoperable communications. The graphic below depicts the interoperability continuum created by the Safecom program.

Homeland Security

Interoperability Continuum



Georgia's regional and statewide approach to interoperable communication planning and implementation is comprehensive and uses an All Hazards approach. By regularly working with stakeholders throughout the state and utilizing the Interoperability Continuum elements for planning, Georgia has developed interoperability solutions which are multi-agency, regional or statewide to ensure multiple options for providing communications as needed and on demand.

The SCIP creation and updates are achieved using cross-jurisdiction and cross-disciplinary participation. Two key collaborative efforts include working with the State Homeland Security Task Force communications sub-committee and each regional All Hazard Council communications sub-committee.

The involvement of the two groups ensures planning efforts are all inclusive of each discipline. As planning efforts evolve, Georgia plans to develop additional plans including regional Tactical Interoperable Communication Plans (TICPs) Currently, the only Georgia TICP in existence was created for the Atlanta UASI. Georgia plans to use the Atlanta UASI TICP as a model for the other TICPs created in the state. The Atlanta UASI TICP is attached as Appendix 3. The State will work with the Atlanta UASI team to discuss the lessons learned in the TICP development process. The Atlanta TICP is scheduled for updating in August 2012 to include the most up to date data formatted in the newest DHS TICP template. These lessons and experiences demonstrated during the TICP update will be integrated into guidance documents for the development of regional TICPs.

4. Current Statewide Assessment

Due to the diversity that exists in Georgia – economically, geographically, and governmentally – the public safety communications picture in the state is fragmented in terms of governance, SOPs, technology, training and exercises, and usage. Through the efforts of the HSTF communications sub-committee, the State will continue its efforts to move towards a common communications picture while still allowing reasonable flexibility of each agency and jurisdiction. The following data provides a break down and detail of the efforts in Georgia by each Interoperability Continuum lane.

4.1 Governance Structure

GOVERNANCE

**The governance structure within Georgia is currently under consideration for changes. If changes occur this section will be updated in late 2012 or early 2013 and a revised SCIP will be released if those updates take place. **

In 2012, most of Georgia is considered to be operating at the fourth level of governance: Regional Committee Working within a Statewide Communications Interoperability Plan Framework. This level shows an increase over previous years based on heavy engagement of agencies statewide through each GEMA/HS All Hazard Council (AHC) Communication Sub-Committee. The AHC Communication Sub-Committees have been instrumental in coordination and outreach of a variety of training, exercise and interoperability workshop efforts. These sub-committees work as an extension of the GEMA/HS SWIC office. The state also has an informal interoperability committee within the Homeland Security Task Force. This committee was intended to improve governance at the state and regional levels however over the years this committee has only served in an advisory role for interoperability efforts and has not met on a regular basis. The committee met one time in 2009 and one time in 2010. No meetings were noted for 2011 and none are currently scheduled for 2012. Ideally, this group would operate under a Governors Executive Order with a standard charter and bylaws. Until that movement takes place, the group will continue to serve in an advisory role and the primary focus of coordination for the SWIC will remain within the AHC Communication Sub-Committee.

4.2 Standard Operating Procedures

STANDARD OPERATING PROCEDURES

Most of the state currently operates at the third level of SOPs: Joint SOPs for Emergencies. Most of these SOPs are not written but are understood and demonstrated by agencies through their performance of demonstrating communication efforts in pre-planned or real-world responses. A few jurisdictions and agencies have had more formal discussions and moved into the fourth level of SOPs: Regional Set of Communications SOPs. Many of these agencies are partners in one of the many regional radio systems throughout Georgia. Most of these SOPs were created by collaborating for system wide SOP standardization.

In 2010, the state created SOPs for the statewide Georgia Interoperability Network (GIN) that is discussed in section 2.4.1. These SOPs were created in conjunction with the US Department of Homeland Security Office of Emergency Communications through a technical assistance request. The model used for the SOP development has been utilized for other interoperability systems throughout the country and was updated to reflect specific abilities and procedures of the GIN.

4.3 Technology

TECHNOLOGY

While interoperability encompasses a wide range of technology, the one that is foremost on almost everyone's mind is radio-to-radio voice interoperability. The Land Mobile Radio (LMR) systems are the lifelines for virtually all public safety users in case of an emergency. Every call a public safety responder is sent to likely utilizes an LMR system from beginning to end yet is many times overlooked as a priority for ongoing planning, training and exercising.

In Georgia, most LMR systems operate in the VHF range. Many of the larger communities use 800 MHz, including the 7 regional radio systems. Very few public safety agencies in Georgia use UHF however many school systems and other emergency responder support agencies utilize UHF. For neighboring counties with similar systems, the cross-programming of frequencies is the most commonly-used method of interoperability. However, as 800 MHz becomes more prevalent, system incompatibility is becoming more common.

Due to the costs, terrain and physical size complexities of Georgia, there is no single radio technology that will be the solution in the state for the near future. To help combat this, the State is has implemented a statewide interoperable communications gateway system called the Georgia Interoperability Network (GIN). Using Motorola MOTOBRIDGE technology, this radio-over-IP solution has been installed in 193 sites statewide. The State funded a basic workstation installation for every county 911 centers (141 local sites) and the option for additional upgrades to the system was made available to site users who had local funding to utilize. The GIN provides for a common statewide level 2 interoperability based on the Interoperability Continuum however, the most commonly used field operations interoperability efforts are at Level 3, Shared Channels.

Some areas are moving beyond Levels 3 and 4 of the interoperability continuum by implementing regional radio systems.

Some examples of regional radio/shared radio systems in the state are:

- Atlanta Urban Area Security Initiative (UASI)
    a. City of Atlanta
    b. Cobb County
    c. Dekalb County
    d. Fulton County

- Western Area Regional Radio System (WARRS)
    a. Carroll County
    b. Coweta County

c. Haralson County
d. Heard County

- Southeast Georgia Regional Radio Network (SEGARRN)
  a. Bryan
  b. Bulloch
  c. Camden
  d. Chatham
  e. Effingham
  f. Glynn
  g. Liberty

- Tennessee Valley Regional Communication System (TVRS)
  a. Catoosa
  b. Dade
  c. Walker
  d. 10 counties within Tennessee

- Oconee Area Radio System (OARS)
  a. Greene
  b. Oconee
  c. Walton

Collectively, the completed systems or those in the process of completion, the regional efforts will provide seamless, Level 5-6 interoperability across some of the most populated or traveled areas of the state.

4.4 Training and Exercise Plan

TRAINING AND EXERCISES

Historically, interoperability was not included in the regular curriculum for training within the State. However, regional exercises which include an interoperability component been conducted throughout the State on a regular basis. GEMA/HS developed an exercise and training calendar in early 2010. This calendar included regularly scheduled COML and COMT training as well as exercise with a specific communication focus. For the period of 2010-2012 GEMA/HS conducted 7 COML, 4 COMT courses and 7 mobile communication vehicle exercises. A training summary of GIN, COML and COMT courses is included below.

GIN Training
The GIN training is delivered online through a comprehensive interactive web-based learning management system. The training is available to public safety communications personnel and it details all functionality and operations of the Georgia Interoperability Network. The course includes an overview of the mutual

aid and radio resources, troubleshooting and problem reporting, the various functions of the system and operational procedures and testing mechanism for GIN.

All GIN training curriculum will be reviewed and updated on an annual basis or as needed. All training will be materials will conform to NIMS standards. Training records of personnel will be maintained and may be utilized for credentialing.

Communications Unit Leader (COML)
Pre-requisites: ICS-100, ICS 200, ICS 300, IS-700, IS-800
The All Hazard COML training course has been completed by 130 personnel throughout the state. After completing the COML course, students are required to serve as a COML trainee at a number of incidents where they are able to demonstrate COML responsibilities and have a task book signed by the incident commander verifying their ability to perform in the role of COML. Once the task book has been completed, the trainee can submit it to the state for review and subsequent approval as a state recognized COML.

Communications Technician (COMT)
Pre-requisites: ICS-100, ICS 200, ICS 300, IS-700, IS-800
The All Hazard COMT training course has been completed by 60 personnel throughout the state. After completing the COMT course, students are required to serve as a COMT trainee at a number of incidents where they are able to demonstrate COMT responsibilities and have a task book signed by the incident commander verifying their ability to perform in the role of COMT. Once the task book has been completed, the trainee can submit it to the state for review and subsequent approval as a state recognized COMT.

The next step of exercise efforts include regional radio system and GIN exercises (by each GEMA region). In March 2012, GEMA/HS held 7 pilot regional radio system and 8 GIN exercises. These exercises were designed based on known system operations for the end user. GEMA/HS served as the coordinator and director of all exercise efforts and engaged approximately 60 percent of agencies in the pilot exercises. The exercise results are being reviewed for modifications for additional regional and statewide exercises.

Based on the high involvement of training and exercise efforts highlighted above, Georgia is now classified as the highest level of implementation on the Training and Exercise lane of the Interoperability Continuum: Regular Comprehensive Region wide Training and Exercise.

GEMA/HS was also successful in releasing a comprehensive online training program for the Georgia Interoperability Network (GIN). This training program provides GIN end user training to dispatch center personnel statewide and is available 24 hours a day.

4.5 Usage

USAGE

Interoperability is currently utilized on when determined by incident commanders or communications personnel involved with an incident. Many agencies and jurisdictions implement interoperability for planned events. Also, the majority of agencies and jurisdictions interoperate with their proximate mutual aid partners at the second level of usage: localized emergency incidents. In order to support on demand interoperability, many agencies have cross programmed subscriber equipment and have the ability of audio gateway patches utilizing the GIN.

Based on the Interoperability Continuum criteria, Georgia is categorized as the second level of interoperability in the Usage lane: Localized Emergency Incidents. By routinely hosting interoperability workshops, forums and exercises, the State continually stresses the importance of interoperability and radio usage policies and procedures. Incident Command Staff and all levels of emergency response have a better understanding of interoperability concepts and are routinely planning for events and responses to ensure reliable interoperable communications exists. Georgia will progress in the Usage lane as the regional radio system concept grows and usage increases.

5. Strategy

5.1 Interoperability Vision

The State's goal for interoperability in Georgia is to establish interoperable communications guidance and direction so that when an emergency, disaster or catastrophic event occurs, agencies and jurisdictions have the resources or ability to request resources to effectively communicate among all agencies who are called upon for response and recovery. The Interoperability Continuum serves as the planning tool and roadmap to accomplish the vision, mission and objectives for the Georgia SCIP.

There are two distinct levels of communications that are many times confused or used interchangeably because of the lack of understanding. Those levels are operability and interoperability which are defined below.

Operability— The ability of emergency responders to establish and sustain communications in support of their mission for day to day operations.

Interoperability—The ability of emergency responders to communicate, through voice or data, among jurisdictions, disciplines, and levels of government, using a variety of frequency bands, as needed and as authorized.

When interoperable, we should have the capability to communicate with another department or agency whether they use the same, similar or different radio system or if they use the same or different radio spectrum band or technology, The ability should be achieved when and as needed without excessive delay.

Continued implementation of the Statewide Communications Interoperability Plan will provide users around the state with two key tools:

1. A statewide audio gateway system, the GIN, as a way of providing a technological baseline for all users in the state. This will ensure a minimum lever of interoperability that will allow individual jurisdictions and agencies, as well as regional groups, to implement the communications technologies that best meet their needs, while not isolating them from their mutual aid partners.

2. A cooperative support framework will be in place to make interoperability easier to consider in future communications endeavors, both technical and operational. The HSTF communications sub-committee, in conjunction with the All Hazards Councils, will create the template, frameworks, and procedures to assist in the following areas:
   a. Technical assistance to ensure interoperability of new systems, with the hope that these systems will one day grow into a statewide network of systems.
   b. Standard operating procedure creation at the state, regional, and local levels.
   c. Assistance in the integration of interoperable communications into training and exercise efforts.

By enabling the end users rather than dictating a certain way of doing things, the state will ensure that local public safety personnel have the support necessary to respond to their local needs in the best way possible for their situation. This common framework will ensure consistency across the state and make seamless cooperation between multiple agencies and jurisdictions possible.

5.2 Mission

The mission of the SCIP is to enable agencies and jurisdictions to address interoperability on a local and regional basis in ways that best meet their unique needs. The State will serve as the focal point of interoperability coordination. The key tool provided by the State is the GIN which provide a statewide network to allow the various disparate systems to communicate through the “system of systems” model. Utilizing the GIN as an audio gateway tool, routine coordination, planning and usage of communications resources will be enhanced by providing the ability to connect a variety of systems together for interoperability.

5.3 Goals and Objectives

5.3.1 Completed Goals

1. Continue GIN installation and site optimization

   Goal History: Previous SCIP goal

   Objectives:
   - Work toward final build out of GIN at all local Public Safety Answering Points (PSAPs)/911 centers
   - Provide technology baseline operations necessary to provide interoperable voice communications at each GIN site

   The installation of Georgia Interoperability Network was completed in late 2010. The final operational ability provided a GIN workstation in 141 local 911 center (County) sites, 52 state agency dispatch centers and 3 mobile communication unit/transportable trailers.

   Summary Status: Goal #1 is now considered complete

2. Improve stockpiles of communications equipment and infrastructure replacement capabilities

   Goal History: Previous SCIP goal

   Objectives:
   - Establish rapidly deployable assets to assist COML and COMT personnel with infrastructure restoration or to provide supplemental communication capacity
   - Develop deployment and usage policy to ensure consistent use for the equipment

   In emergency situations, it is be crucial to have caches of interoperable radios readily available. Similarly, is important to be able to replace infrastructure in case of widespread destruction from man-made actions or natural disasters. Strategically placing new mobile communications units around the state, as well as upgrading those that already exist around the state, will enable first responders and other public safety personnel to communicate whenever and wherever necessary.

   In 2012, GEMA/HS secured two mobile radio system towers and several other deployable radio assets. This equipment is considered the GEMA/HS Strategic Technology Reserve or STR. All STR equipment is shown below.

   - Two Rapidcom transportable tower trailers

a. 35 foot aluma tower
b. EMnet notification system
c. Satellite connectivity for telephone and internet access
d. Wifi footprint for local area access
e. ACU-1000 audio gateway patch
f. Repeater capabilities for VHF, UHF and 800 MHz

- Cache of 96 Harris Unity portable radios
  a. Pelican case storage and transport in sets of 24 each
  b. VHF, UHF, 700 and 800 MHz capability
  c. Spare batteries, chargers and accessories

- Five satellite based fly away kits
  a. Satellite connectivity for telephone and internet access
  b. Wifi footprint for local area access

- Six Rapidly Deployable Portable Repeaters (RDPR)
  a. VHF capability
  b. Antenna masts
  c. Commercial power or solar power options

Summary Status: Goal #2 is considered complete with additional equipment upgrades/replacement in the future as technology evolves

3. Encourage and promote standards-based regional radios systems

Goal History: Previous SCIP goal

Objectives:

- Promote development or expansion of standards based regional radio systems similar to the seven P25 systems currently in existence in Georgia
- Encourage agencies to develop strong collaborative governance structures to ensure each agency has a role in the design and development of such systems

GEMA/HS has supported the development and build out of several large regional radio systems throughout Georgia. Shared standards-based regional radio systems improve both financial and spectrum efficiency in the LMR landscape. The growth of these systems addresses the antiquated and inconsistent communications technologies that exist across the state. The initial build out of the current 7 regional systems is considered complete. GEMA/HS will continue to encourage and support additional partners who wish to join these systems and assist with planning for those expansions.

Summary Status: Goal #3 is now considered complete for the initial build out but ongoing for continued support for expansion

4. Establish framework for development and dissemination of regional interoperability SOPs and tactical plans

   Goal History: Previous SCIP goal

   Objectives:
   - Develop SOP's and TICP's as needed and disseminate through the Georgia community found at www.niix.org

   As mentioned above, the Georgia community on the NIIX website (www.niix.org) serves as a repository for regional interoperability SOPs. Users of the site can access all statewide planning resources and tailor them to meet their specific needs. As additional policy and procedure documents are created they will also be posted in the NIIX community.

   Summary Status: Goal #4 is considered complete for implementation but will require ongoing updates

5.3.2 Ongoing Goals

5. Develop statewide interoperability SOPs and tactical plans and provide routine policy maintenance

   Goal History: Previous SCIP goal

   Objectives:
   - Use the GIN SOP design/format as the template to in determining other focus areas for SOP development
   - Utilize NIIX community as the method for dissemination of all SOP's once developed, reviewed and available for use

   The GIN SOP's were created in 2010 and released with the online training system in December 2010. The GIN SOP's paired with online GIN training have already shown an increase in GIN usage by agencies throughout Georgia.

   Additional SOP's related to regional radio systems, shared assets and mutual aid agreements will be developed utilizing input from the interoperability committee and the All Hazards Councils. By utilizing the NIIX website (*www.niix.org*) as a data repository, the public safety communications community can find readily available SOP and strategic plan templates that can be tailored to their specific needs.

   Summary Status: Goal #5 is ongoing

6. Encourage the programming and use of statewide and federal interoperability frequencies by all agencies

   Goal History: Previous SCIP goal

   Objectives:
   - Promote frequencies for each band (VHF, UHF, 700, 800) for regional and statewide for shared channel interoperability
   - Use the National Interoperability Field Operations Guide (NIFOG) as the primary frequency use planning document
   - Distribute NIFOG and frequency information at various workshops, courses and exercises

   Through our many exercise efforts, we have designed each exercise to be very dependent upon the state and national interoperability frequencies to ensure familiarization of these frequencies by exercise participants. Many exercise participants have utilized our on site radio programming technicians to have their radios updated with programming for operation on the state and federal interoperability frequencies.

   In many cases, frequencies or channel naming was incorrect which delayed seamless communication on the very frequencies intended for use during multi jurisdictional mutual aid events.

   These frequencies are listed in appendix 2 of this plan. By ensuring that all public safety radios have CORRECT frequency and channel naming programmed, the ability to perform communications during mutual aid events will be improved.

   Summary Status: Goal #6 is ongoing

7. Integrate interoperable communications training into current curriculum, particularly for dispatchers

   Goal History: Previous SCIP goal

   Objectives:
   - Continue maintenance of existing online GIN training
   - Determine additional online or class room based training opportunities specific to 911 center personnel, dispatchers and radio operators
   - Expand on Telecommunicator Emergency Response Taskforce (TERT) training

   As previously mentioned, web-based GIN training was released in December 2010. Users have the ability to take the training at their own pace, in their

own center without having to incur staffing/back filling or travel/funding concerns. This form of training has been a widely accepted approach for providing training to a wide range of personnel with little to no coordination effort of the state and no funding concerns of the agencies accessing the training.

Georgia has also developing a Communications Unit (COMU) training program to have the ability to provide real world, NIMS compliant communications training. The COMU training instructs emergency responders on serving as a Communications Unit Leader (COML) or Communications Technician (COMT) during all-hazards emergency operations, significantly improving communications across the multiple disciplines and jurisdictions responding to an incident. All COMU training is available to 911 center personnel.

In December 2011, the state held a pilot course for the Telecommunicator Emergency Response Taskforce (TERT). TERT provides support for 911 center operations for mutual aid resources including additional staffing capabilities. Georgia is currently exploring the options to continue development of a state recognized TERT program. More information will be provided in future SCIP updates regarding the TERT program.

Summary Status: Goal #7 is ongoing

8. Continue to integrate interoperability into the training and exercise programs throughout the state

Goal History: Previous SCIP goal

Objectives:

- Develop recommended guidelines for minimum communication training for public safety personnel
- Promote awareness of current or new training opportunities
- Promote a communication component for all exercise efforts

Interoperable communications is often an afterthought in the planning of training and exercise programs. By including interoperability as a main priority in this process at the state level, as well as encouraging the same at the regional and local level, public safety personnel will be better equipped to quickly respond to a situation that calls for communications between disparate agencies and jurisdictions.

GEMA/HS has developed a comprehensive training and exercise program by conducting regularly scheduled exercises with complex communication related tasks, the State can further enhance local, state and federal preparedness by identifying operational gaps throughout the state. These

exercises ensure the focus of the exercise is geared more around how to communicate during the scenario, not necessarily how to respond and react to a specific scenario.

Since the SCIP was created in 2007, GEMA/HS has held the following exercise efforts:

- Seven (7) Mobile Communication Vehicle (MCV) exercises
    a. Exercise design includes a series of 30-50 tasks (depending on the length of each exercise)
    b. Each task would be realistic situations that each MCV operator could expect to be challenged with on any deployment

- Eight (8) regional Georgia Interoperability Network (GIN) exercises
    a. Exercise design includes a series of 12-16 tasks that each dispatch center is requested to complete
    b. Each task requires the user to complete many of the functions of the GIN workstation

- Seven (7) Regional Radio System exercises
    a. Exercise design includes series of 10-14 tasks that the COML from each regional radio system is requested to direct and complete based on the design and functionality of the radio system
    b. Each task takes into account the systems interoperability talk groups and includes field users having to navigate through the system talk groups and channel banks to conduct radio test calls

Summary Status: Goal #8 is ongoing as funding and participation allows

9. <u>Continue CASM inventory</u>

Goal History: Previous SCIP goal

Objectives:

- Continue data collection for counties that have not previously participated in the effort
- Ensure ongoing maintenance and update of data currently stored in CASM

The Communications Asset and Survey Mapping (CASM) is a computer based application that was developed by the Interoperable Communications Technical Assistance Program (ICTAP) to aid urban areas and states in cataloging the various communications systems and assets within their state. The result of this effort is a data repository that allows public safety personnel

to perform simple compatibility and interoperability analyses between jurisdictions, agencies, and radio systems across the state. GTRI is working under contract with GEMA/HS to serve as the lead project manager for CASM and the SWIC serves as the GEMA project manager of the effort. To date, many counties have provided their data for entry into CASM however others are in early stages of providing this data. GEMA/HS encourages all counties to participate in the CASM project to aid with identifying additional areas for improvement based on the data compatibility analyses function within CASM.

Summary Status: Goal #9 is ongoing

10. Inclusion of planning for statewide Public Safety Broadband Network (PSBN)

Goal History: Broadband planning goal is a new addition for the 2012 SCIP

Objectives:

- Revisit state governance structure to ensure inclusion of broadband planning efforts at all levels of government
- Work with state and national associations to ensure a consistent message on broadband is spoken
- Monitor all levels of broadband planning efforts
- Develop Public Safety Broadband planning goals and objectives for Georgia Public Safety agencies based on ongoing developments

In February 2012, Congress enacted The Middle Class Tax Relief and Job Creation Act of 2012, containing landmark provisions to create a much-needed nationwide interoperable broadband network that will help police, firefighters, emergency medical service professionals and other public safety officials stay safe and do their jobs. The law's governing framework for the deployment and operation of this network, which is to be based on a single, national network architecture, is the new "First Responder Network Authority" (FirstNet), an independent authority within NTIA. FirstNet will hold the spectrum license for the network, and is charged with taking "all actions necessary" to build, deploy, and operate the network, in consultation with Federal, State, tribal and local public safety entities, and other key stakeholders.

The National Telecommunications & Information Administration (NTIA) serves as the administrator of any future federal grant programs related to the broadband network. One step for receiving future funds includes strong governance structures within each state that can demonstrate ongoing broadband planning efforts.

GEMA/HS is working with other Public Safety agencies within the state to address many of the governance and management expectations for broadband efforts. During the term of this SCIP, GEMA/HS expects that

Georgia will develop an all-inclusive governance structure to address broadband planning efforts.

Summary Status: Goal #10 is in development with project management being led by the Georgia Department of Public Safety with administration management being handled by the Georgia Emergency Management Agency/Homeland Security

11. Inclusion of planning for Next Generation 9-1-1 (NG9-1-1) technologies

Goal History: NG9-1-1 planning goal is a new addition for the 2012 SCIP

Objectives:

- Work with state and national associations to ensure a consistent message on NG911 is spoken
- Monitor all levels of NG911 planning efforts
- Develop NG911 planning goals and objectives for Georgia PSAPs based on ongoing developments

The Nation's current 9-1-1 system is designed around telephone technology utilizing voice communications and cannot handle the text, data, images and video that are both increasingly common in personal communications and critical to future transportation safety and mobility advances. The Next Generation 9-1-1 (NG9-1-1) initiative has established the foundation for public emergency communications services in a wireless mobile society.

NG9-1-1 is specifically aimed updating the 9-1-1 service infrastructure in the United States to improve public emergency communications services in a wireless mobile society. The NG9-1-1 infrastructure is intended to replace the current services and infrastructure over time. The National Emergency Number Association (NENA) first identified the need for NG9-1-1 in 2000, and started development actions in 2003, and is nearing full definition and standards for NG9-1-1. Since 2006, the US Department of Transportation (DOT) has been leading their NG9-1-1 Initiative, a research and development project aimed at advancing NG9-1-1.

Georgia is currently in the data gathering stage of NG9-1-1 planning efforts and during the term of this SCIP, GEMA/HS expects more definitive information from the National associations on NG9-1-1 project management.

Summary Status: Goal #11 is in development and the Georgia Emergency Management Agency/Homeland Security will serve as the lead agency on all NG-911 efforts

5.4 Strategic Initiatives

Direct SCIP iniatives

Continue to provide outreach and education to all levels of leadership including representation from local, state, tribal, military, federal entities throughout this SCIP period. This process includes identifying important topics, target audience and establishing meeting schedules and locations sufficient to reach the desired stakeholders.

Continue funding for the Statewide Interoperability Coordinator to ensure continuation of SCIP and other interoperability planning efforts.

Continue delivery of training for the COML, COMT, TERT, GIN, etc. Determine other areas for improvement for training and certification process for the various training courses.

Enhance the existing regional and statewide governance structures.

Complete data collection and input data into CASM for counties not previously completed.

Use CASM data to begin development of regional TIC Plans in regions where no TIC Plan currently exists.

Complete Atlanta UASI TIC Plan update.

Incorporate the updated or new TIC Plans as appendices into the “For Official Use Only” version of the SCIP. The public version of the SCIP will not include any appendices due to the sensitive nature of the information contained in them.

Continue to host MCV and other similar exercise efforts throughout the state. Routine exercise efforts will ensure continued improvements in technology evolvement and operator efficiency.

Neighboring states

Interoperability with neighboring states is crucial for mutual aid events. Georgia participates in regular discussions and coordination with neighboring states regarding each states interoperability efforts. Nick Brown, the Georgia SWIC, also serves as the Region IV Chair of the National Council of Statewide Interoperability Coordinators (NCSWIC). As the chair, the Georgia SWIC coordinates all regional NCSWIC meetings, workshops and monthly conference calls. Each regional chairperson also serves on the NCSWIC Executive Committee (EC). The NCSWIC EC conducts two in person meetings each year and conference call/webinar meetings every other month.

Information sharing

1. National Interoperability Information eXchange (NIIX)

   GEMA/HS has developed a Georgia user community at www.niix.org which is a site created through a joint effort between National Public Safety Telecommunications Council (NPSTC) and the Office for Interoperability and Compatibility. The site will contain tools and resources to assist Federal, State and Local partners collaborate within our state and region to improve the issues that face public safety communications today.

   NIIX provides a centralized, secure data repository to house communications information and resources that can be shared with other members within a specific community. The site is username and password controlled and users of specific communities are required to receive approval from the community organizer before access is granted. Once registered and approved for a requested communities, NIIX members can access peer-created documents and collaborate in the creation and development of other documents.

   There are several key advantages to making this site accessible to the Georgia Public Safety community. The first is that it's virtually free to the state other than the time and effort put into the community coordination by the community organizers. The second is that it is username and password controlled and all Georgia community members are required to obtain approval from the organizer prior to being able to access site data so the risk of releasing sensitive information is greatly reduced.

   The NIIX website and additional information can be found at:

   www.niix.org

   The community organizers for the Georgia community are:

   Nick Brown, Statewide Interoperability Coordinator, GEMA/HS
   404-624-2359, nick.brown@gema.ga.gov
   Jim Mollohan, Senior Product Manager, Georgia Technology Authority
   404-656-5619, jim.mollohan@gta.ga.gov

5.5 Review and Update Process

The timeframe for this plan covers through the end of the State's Fiscal Year 2014, which ends June 30, 2014. The plan will be refined on a yearly basis by August 1 through efforts of the SWIC and GEMA/HS executive staff. The proposed updated SCIP will be distributed to the HSTF communications sub-

committee and the All Hazards Councils for review and comment. Comments will be due back within 30 days at which time the recommendations will be considered and the plan will be amended as appropriate. The new version will be submitted to the Director of GEMA/HS for approval by October 31.

The anticipated changes will consist of two main parts:

1. Updating the state's status on the action items and goals listed in the plan.
2. Adding to or modifying action items and goals as necessary.

6. Implementation

Georgia utilizes the SWIC position to ensure continued progress with all interoperability efforts. The SWIC is responsible for full-time focus and dedication to the oversight and coordination of interoperable communications on a statewide basis and the position is is necessary to ensure the effective implementation of statewide strategic planning initiatives.

The implementation summary details for the State's interoperability goals are as follows:

Completed Goals:

1. Continue GIN installation and optimization.

   Goal #1 is now considered complete.

2. Improve stockpiles of communications equipment and infrastructure replacement capabilities.

   Goal #2 is considered complete for with additional equipment upgrades/replacement in the future as technology evolves

3. Encourage and promote standards-based regional radio systems.

   Goal #3 is now considered complete for the initial build out but ongoing for continued support for expansion

4. Establish framework for development and dissemination of regional interoperability SOPs and tactical plans.

   Goal #4 is considered complete for implementation but will require ongoing updates

Ongoing Goals:

5. Develop statewide interoperability SOPs and tactical plans and provide routine policy maintenance.

   Goal #5 is considered ongoing for this SCIP timeframe

6. Encourage the programming and use of statewide and national interoperability frequencies by all agencies.

   Goal #6 is ongoing

7. Integrate interoperable communications training into current curriculum, particularly for dispatchers.

   Goal #7 is ongoing

8. Continue to integrate interoperability into the training and exercise programs throughout the state.

   Goal #8 is ongoing as funding and participation allows

9. Continue CASM inventory.

   Goal #9 is ongoing

10. Inclusion of planning for statewide Public Safety Broadband Network (PSBN)

    Goal #10 is ongoing

11. Inclusion of planning for Next Generation 9-1-1 (NG9-1-1) technologies

    Goal #11 is ongoing

Performance measures:

1. Completion of the basic installation of the GIN. From 2005 through 2010, 196 sites were equipped with a basic workstation with communications capabilities. The breakdown below depicts the number of sites:
   Total Communication Sites – 196
   - County Sites – 139
   - City Sites- 2
   - State Agency Sites - 52
   - Mobile Communications Units – 3

2. Integration of interoperable communications into state training programs
   - Developed and released online GIN training
   - Developed COMU training and conducts routine COMU training courses

3. Assess the number of personnel who attend interoperability training
   - 130 COML
   - 60 COMT
   - 1000+ online GIN training
   - 20 TERT

4. Assess the after action report generated from exercises that either focus on interoperability or include a large interoperability component
   - Each after action report is used as a roadmap for improvements to current policies, procedures and technology usage

5. Assess the number of agencies and jurisdictions that join regional radio systems
   - Currently of the 7 regional radio systems, the total number of counties accessing these system ranges from 2 counties to 5 counties. All public safety agencies have priority access to the system and secondary agencies such as public utilities, transportation and schools have secondary access

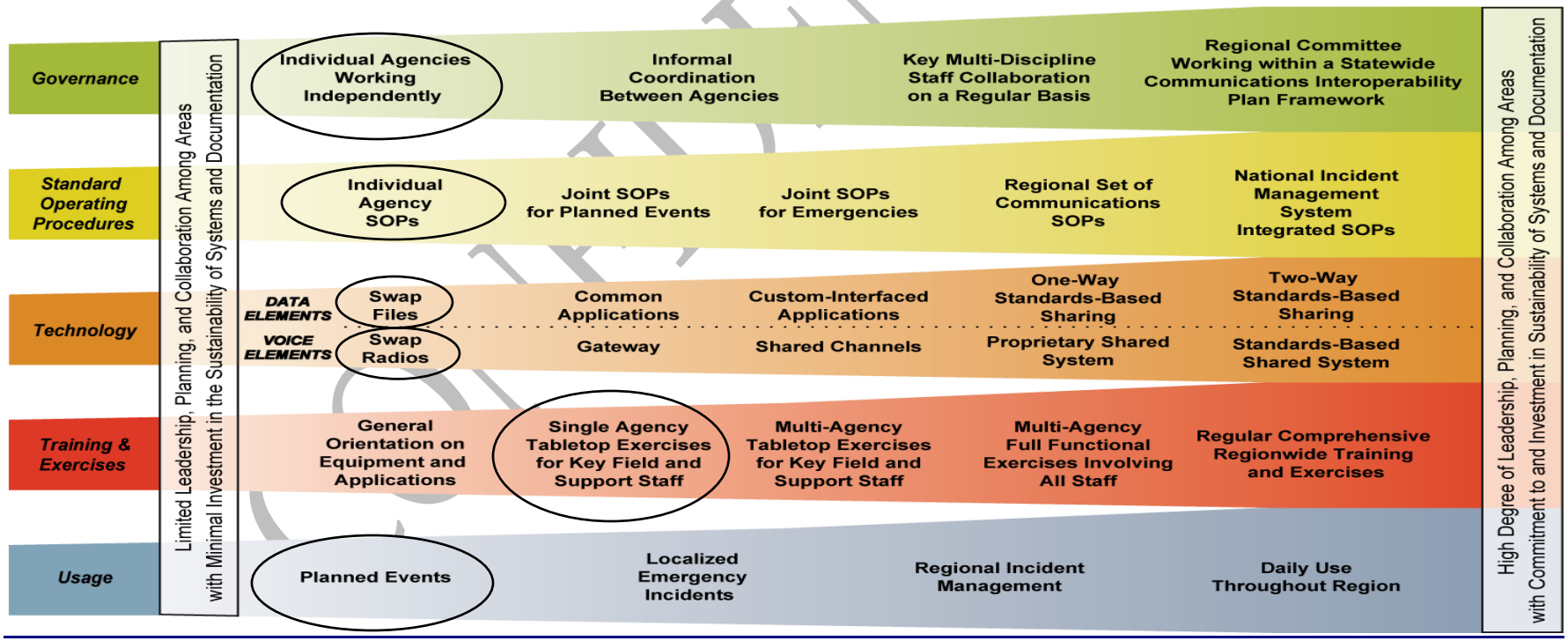
6.1 Implementation Progress History

Interoperability Continuum snapshot history for Georgia (by SCIP version/year)

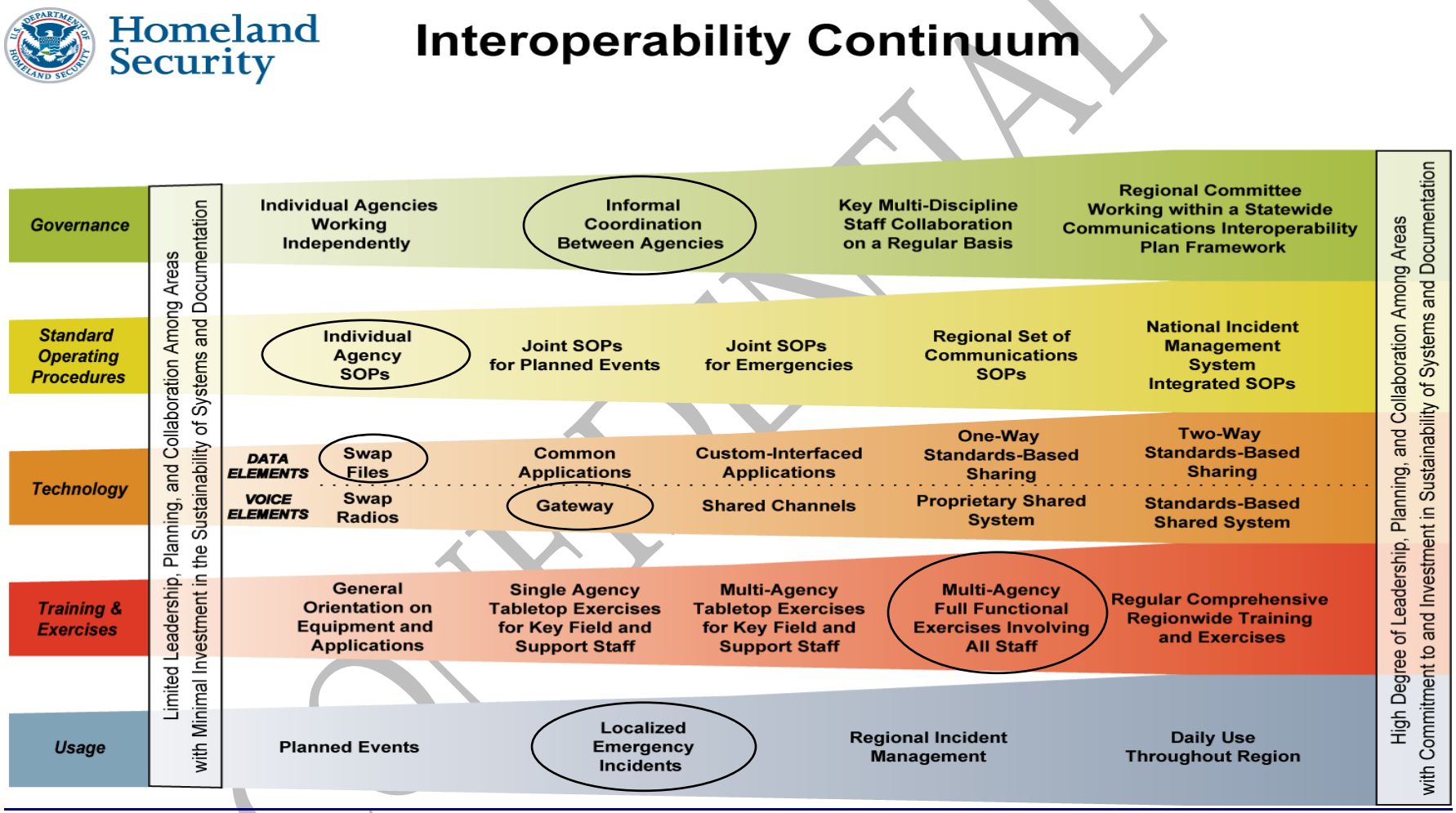
2007:

Homeland Security

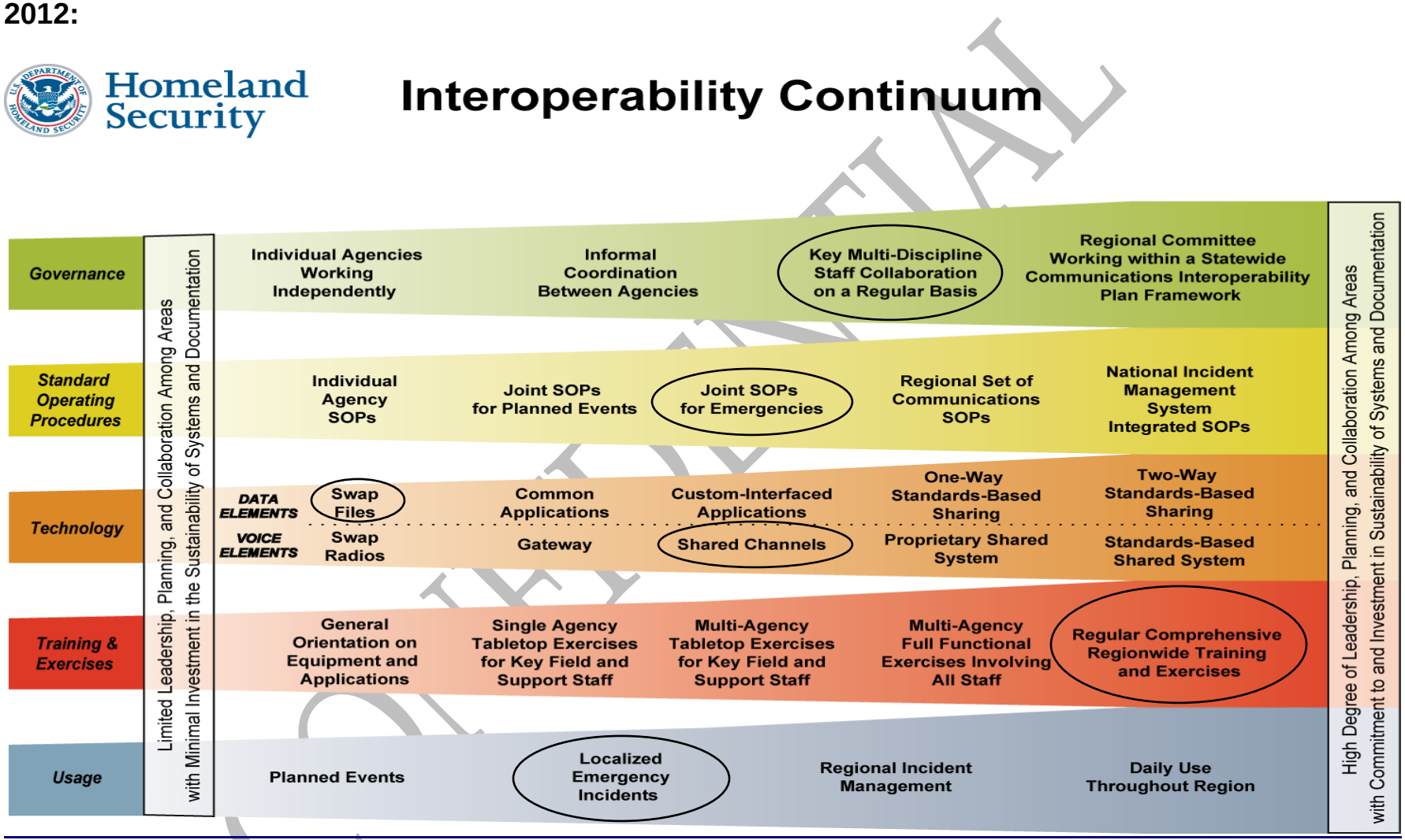
Interoperability Continuum



2010:



2012:



7. Funding

In general, the communications funding in the state will continue to come from two main sources: 1) grants, and 2) jurisdiction/agency funding. Each jurisdiction meets its responsibility to provide public safety communications capabilities to its constituents through local budget appropriations. The funding is typically obtained through local tax revenues, special purpose local option sales taxes (SPLOST), and grant funding.

The State is responsible for the communications capabilities for statewide agencies. The Department of Public Safety recently invested more than $4M in subscriber radios to provide interoperability between the Georgia State Patrol and 800 MHz radio systems that exist in the state.

The funding to complete the build-out of the GIN was obtained through the Homeland Security Grant Program (HSGP), Law Enforcement Terrorism Prevention Program (LETPP) and PSIC grant programs. The state utilized this funding to complete a basic GIN workstation installation at each primary PSAP in the state.

In order to sustain the GIN project, the State will provide the funds through the Georgia State Patrol's budget. These funds will cover networking and maintenance costs for the system. Each site costs approximately $1000 per month in connectivity costs alone, in additional to routine maintenance or component replacement. As the installed sites come off of the 2-year warranty period, the Georgia State Patrol will absorb those costs as part of their operating budget for the benefit of the local and state users. Alternative technologies that could reduce the recurring costs (e.g. microwave, satellite, etc) might also be considered.

The regional radio systems will be maintained through the budgets of the local agencies and jurisdictions that utilize the system. However, the state will consider future grant funds to help enhance and expand these systems to include additional agencies and jurisdictions including state agencies.

As grant funds become available, the State will continue to direct the funds to the appropriate areas in collaboration with the All Hazards Councils. This model has been successful over the past several years with programs such as the Homeland Security Grant Program, the Law Enforcement Terrorism Prevention Program, and the Urban Area Security Initiative.

8. Close

The SCIP for the state of Georgia is to provide a forward thinking approach for our local, state and federal partners who have roles and responsibilities within the state.

This effort will be overseen by the statewide interoperable communications coordinator with input from the Homeland Security Task Force Communications Sub-Committee who will serve in an advisory role to make recommendations to the SWIC and GEMA/HS.

Georgia will remain devoted to build out its interoperable communications capabilities and increase the ability of the public safety personnel to respond safely and effectively to the day to day challenges and the multi-agency/multi-jurisdictional incidents.

List of Appendices